

## Booking

At Reflex we like to make the reservations process quick and easy. Please contact us through our website.

Please take the time to read our terms and conditions before making a booking.

Please note all our instructors are fully qualified with the French instructor's qualification.

## Terms & conditions

Normally we will take full payment at the time of booking.

However by agreement you may reserve lessons with a deposit of 30%. In this case the balance needs to be paid 30 days prior to your first lesson.

Full payment is needed if you book within 30 days.

## Cancellations

Please contact us as soon as you can if you cannot attend the lessons you have booked. We will provide a refund as stated below.

70%, more than 30 days prior to your first lessons

50% refund, 10-30 days

No refund available, 10 days or less.

## General Terms

If you are unable to attend the lesson due to injury, we are happy to provide you with a letter for your insurance company.

Lessons will not be refunded due to weather conditions/piste closure, or anything out of our control.

Please make sure you arrive at least 5 minutes before the start of your lesson. Your meeting point will be confirmed at the booking stage. We are unable to refund any unused lessons.

We recommend that you have full ski insurance before attending a lesson.

## Prices

Our prices are calculated in euros and include all taxes.

## Photos & video (marketing)

During your lesson we may take photos or videos to update our brochure/website. We will inform you before the lesson. If you do not want to be included in any of the photos or films please specify beforehand.

If you are unsure about any of our terms and conditions please do contact us for more information.